

## **Customer Service/Business Apprentice Level 2 Customer Service in Chelmsford**

### **About the company:**

This company is a leading highways service provider working with local authorities across the UK. They were formed in 2005, specifically to provide road network management solutions to local government, their unique blend of engineering capability, technological innovation and customer care makes them the best in class.

### **Job Description:**

To liaise with the promoters of works regarding; progress of permits, consenting or refusal of permit applications and any applied conditions attached by the Authorising Authority.

Liaising with the Permit Authorising Team in regards to permit compliance and works being undertaken.

Assisting with the general management and monitoring of permits: Immediate, Minor, Standard and Major works applications.

Assisting with the management and monitoring of applications for any Permit Variations; Cancellations and Extensions with respect to any types of permits when necessary.

To contribute with positive and proactive communications to interested parties and the wider public for all matters regarding Permitted Company (RJ) Works.

Providing data required for measuring Key Performance Indicators.

### **Working week:**

Monday-Friday 9am-5pm.

Total hours per week: 40.00

### **Wage:**

£222.00

### **Training:**

TheLightBulb will deliver the full L2 Customer Service Apprenticeship standard, to include the 20% off the job training. You will complete Functional Skills in Maths and English if required.

On the job training will also be given to support specifics.

### **Skills Required:**

Good IT skills and conversant with Microsoft applications – Word, Excel, Access and PowerPoint.

Good written, verbal communication and interpersonal skills.

## Personal Qualities:

Be self-motivated and able to manage own performance.

Ability to build and maintain effective working relationships with key people both internally and externally.

Proven ability to act as a valuable team player.

A flexible approach that is able to adapt to challenging timescales and workloads.